

**Office of Statewide Health Planning and Development
Request for Offer (RFO) 09-9323
Technical Support**

For: Programming Consulting

Data Warehouse Upgrade and Maintenance

You are invited to review and respond to this Request for Offer (RFO). To submit an offer for these goods and/or services, you must comply with the instructions contained in this document. By submitting an offer, your firm agrees to the terms and conditions stated in this RFO and your CMAS contract.

Read the attached document carefully. The RFO due date is: **February 11, 2010 at 3:00 PM.** Responses to this RFO and any required copies must be clearly labeled and submitted by mail or hand carried to:

**Starla Ledbetter, Data Projects Manager
Office of Statewide Health Planning and Development
400 R Street, Room 380
Sacramento, CA 95811
Telephone: (916) 326-3984
Email Address: sledbett@oshpd.ca.gov**



January 21, 2010

General Information

1. Background and Purpose of the Request For Offer (RFO)

The Office of Statewide Health Planning and Development (OSHPD) is seeking technical resources to provide software upgrades and maintenance for its data warehouse. Services will be performed at OSHPD's office at 400 R Street located in Sacramento, California.

One of OSHPD's primary business functions is the collection, validation and dissemination of health care facility data as mandated by the California Legislature. In 2003, following the development of an Information Access Roadmap, OSHPD deployed a technical architecture to support the reporting and analytic needs of business end users, analysts and decision-makers. OSHPD recently extended this architecture to include Utilization Reports provided by a wide variety of healthcare facilities. This agreement will provide the necessary on-site staff to upgrade the data warehouse database system to Oracle 11g, the Business Objects software to version 3.1, automate the load of Utilization data into the data warehouse, automate and document ETL processes and complete maintenance tasks.

The OSHPD Data Warehouse is currently based on the following architecture, standards, and tools:

- Data Warehouse System Database: Oracle 10g
- Data Warehouse Architecture: Inpatient (IP) Data Mart, Emergency Department/Ambulatory Surgery (EDAS) Data Mart, Facility Data Mart
- Source Systems: Medical Information Reporting for California (MIRCal), Automated Licensing Information and Reporting System (ALIRTS)
- Business Intelligence tool (for query, analysis, and reporting): Business Objects XI (version 2)
- Extract/Transform/Load tool: Informatica Power Center 8

OSHPD's enterprise data warehouse initiative at this time consists of four (4) data marts - Inpatient (IP), Emergency Department and Ambulatory Surgery (EDAS), Utilization (UDM) and Facility. IP and EDAS data marts are sourced from the MIRCal system that collects similar, but not identical, datasets for each inpatient discharge from California hospitals, and each emergency department and ambulatory surgery encounter in California hospitals and surgical clinics. The Utilization and Facility data marts are sourced from the Automated Licensing and Report Tracking System (ALIRTS). The IP and EDAS data marts both use the Facility data mart as their facility dimension.

In addition to moving to new servers and upgrading Oracle and Business Objects, OSHPD is seeking a qualified Contractor to provide design and development services to automate the load of Utilization Report data sourced from the ALIRTS data base to the UDM. In ALIRTS, this data is stored as text with XML like syntax in a Microsoft SQL Server database. In addition, OSHPD is looking for the development of documentation of these processes as well as the recently updated load and extract processes for the IP and EDAS data marts.

OSHDP is interested in Contractors who have experienced staff which have developed and maintained systems in similar technical environments and have worked with technical staff and program area users to plan, prioritize, schedule, manage, design, construct, test, and implement successful upgrades to production data warehouse and business intelligence systems.

Specific requirements are defined in the Scope of Work (Attachment A). All interested firms must be current California Multiple Award Schedule (CMAS) Contractors and meet the requirements specified in this RFO. California Certified Small Business and/or Disabled Veteran Business Enterprises involvement is desired. Contractors must have qualified staff available for this project and begin work on the project initiation date specified in Provision 2, entitled, "Key Dates" listed on the following page.

2. Key Dates

Key Actions	Date ¹
Release of RFO	January 21, 2010
Contractor's Conference	February 2, 2010 – 11:00 A.M.
RFO Response Due (Received at OSHPD)	February 11, 2010 – 3:00 P.M.
Anticipated Agreement Award	February 24, 2010
Anticipated Project Initiation	March 1, 2010
Project Completion	February 28, 2011

3. Contractor's Conference

OSHPD will conduct a Contractor's Conference to respond to questions concerning this RFO. Interested Contractors are invited to attend the conference on the date and time indicated above at the following location:

Office of Statewide Health Planning and Development
Conference Room 380
400 R Street
Sacramento, CA 95811

All interested Contractors who plan to attend must notify the Department Contact, Starla Ledbetter, Data Projects Manager, by close of business February 1, 2010. All questions must be presented at the Contractor's Conference. Responses to questions received during the Contractor's Conference will be provided in writing via e-mail to all prospective Contractors by February 4, 2010. Responses will not be provided to questions received after the Contractor's Conference.

4. RFO Response Requirements

This RFO and the Contractor's response to this document may be made part of the CMAS order documents and the resulting contract file. One full copy of your approved CMAS, including the base Contract, and all supplements (e.g., GSA and price-list page) must be provided with the offer.

Responses must contain all requested information and data and must conform to the format described in this section. It is the contractor's responsibility to provide all necessary information for OSHPD to evaluate the response, verify requested information and

¹ All key dates are based on procurement document approvals and issuance of the purchase order for these services. The actual initiation and completion dates of this scope of work will be set at the time the purchase order is issued.

determine the Contractor's ability to perform the tasks and activities defined in the Scope of Work (Attachment A) and Cost Worksheet (Attachment B-1).

The Contractor must submit one (1) copy on digital media in MS Word 2003 format; one (1) original and four (4) printed copies of the RFO response to the Department Contact no later than 3:00 p.m. on February 11, 2010. Electronic responses will **NOT** be accepted. Late or incomplete RFO responses will not be considered.

5. RFO Response Content

5.1: Final Checklist (Attachment C-1) has been provided to ensure all requirements are included in the RFO response submitted to OSHPD.

5.2: Scope of Work (Attachment A) – Contractors must submit a response that maps each task to the requirements. The response must include:

- Evidence of understanding of the project/work requirements.
- Planning and project management approach, including expected tasks and activities,
- Technical maintenance and support approach, including expected tasks and activities,
- Proposed project team organization and staffing,
- Qualifications of the firm including at least two (2) references from previous projects that are similar in nature and scope to this project (reference name, title, company/agency, phone number and e-mail address are required); and
- Qualifications of staff including resumes and at least two (2) references for each proposed project staff person.

5.3: Cost worksheet (Attachment B-1) must detail all direct labor and other costs.

5-4: Administrative Requirements: Contractors must include all of the required or applicable items in Table 1:

Table 1

Requirement Item	Requirement Status
Payee Data Record (STD 204)	REQUIRED
Contractor Certification Clauses (Form CCC 307)	REQUIRED
Full CMAS Contract	REQUIRED
Disabled Veterans Business Enterprise (DVBE) Preference	Not Required. However, indicate in your response if you are a Certified DVBE and include a copy of your certification.
Small Business Preference	Not Required However, indicate in your response if you are a Certified Small Business DVBE and include a copy of your certification.
List of subcontractors	Your response must identify all subcontractors you intend to use for this project. Provide the subcontractor's firm name, address, contact person, and phone number. Subcontractors are subject to all CMAS terms and conditions.

6. Contractor Minimum Qualifications

Contractor must:

- Be a qualified CMAS Contractor in good standing with the Department of General Services
- Have experience providing assistance in business intelligence and data warehousing, data management, documentation, training and knowledge transfer
- Have experience and understand OSHPD's technical environment
- Key personnel must have at least five (5) years experience working with Oracle, Informatica and Business Objects. Experience must include working with the most recent version release of each software product.
- Contractor must demonstrate understanding of industry standard project management methodologies

7. Evaluation Process

Selection will be made based on best overall value. RFO responses that meet all requirements for a complete response will be considered “responsive.” Acceptable responses will be scored using a three-step method as follows to determine the selected offer.

Step 1 Each response will be scored based on the technical review factors/criteria as outlined in Table 2. The technical review has a possible score of 60 points. Prospective offers must receive, at a minimum, 35 points to be considered “responsive.” Responses that fail to meet the minimum technical score will be rejected. Only the “responsive” offers will be considered in Step 2.

Step 2 Cost has a possible score of 40 points. The points will be determined according to the criteria/formula specified in Table 2.

Table 2

CATEGORY AND CRITERIA	MAXIMUM POINTS = 100
EXPERIENCE A. Project Management B. Business Intelligence and Data Warehousing C. OSHPD’s Technical Environment (Business Objects, Informatica, Oracle) D. Data Management E. Documentation	Possible Points: 25 Maximum points for each identified criteria (A=5; B=5; C=5; D=5, E=5). Points are awarded to offers that adequately address experience and knowledge in each area listed.
APPROACH CLEARLY STATED A. Description of the services and methodology the firm proposes for this project B. Preliminary project plan and project schedule	Possible Points: 20 Maximum points for each identified criteria (A=10; B=10). Clearly describes the approach for each of the criteria listed.
REFERENCES A. Firm references for work on technical environments similar to OSHPD B. Team member references for work on technical environments similar to OSHPD	Possible Points: 15 Maximum points for each identified criteria (A=5; B=10). Provide reference for similar engagements; previous work met expectations; effective communication on issues; positive team member references.
Minimum score of 35 points must be met on the above criteria.	

COST Lowest offer receives maximum points. Points for other responses will be decreased based on the percentage difference in total cost	Possible Points: 40 Divide lowest response cost by next response cost to obtain percentage. Multiply percentage by 40 possible points to obtain point total. Example: Lowest response cost is \$400,000.00. Next lowest response cost is \$440,000.00 $\$400,000/\$440,000 = 91\% \times 40 = 36.4$ points.
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The final selection will be based on OSHPD's overall evaluation of the Contractor's written response.

REQUEST FOR OFFER
SCOPE OF WORK
ATTACHMENT A

1. Scope and Description

The Office of Statewide Health Planning & Development (OSHPD) is seeking a Contractor who is a qualified consultant to provide data warehouse (DW) upgrade and maintenance services. The technical resource will augment current technical staff to assist in the planning, prioritization, development, testing and implementation of upgrade and maintenance activities. The technical resource must conduct all work activities at OSHPD's 400 R Street, Sacramento location.

The main goals will be to:

Upgrade Oracle

- Move the Oracle database to a new server
- Maintain Oracle 10g to run in tandem to Oracle 11g
- Design for Oracle development, test and production architecture
- Set up development, test and production schemas
- Upgrade the Oracle server to Oracle 11G environment (including interfaces to source data, business applications and ETL processes)
- Provide performance tuning and optimization
- Ensure appropriate security
- Provide training and knowledge transfer

Business Objects Upgrade

- Move Business Objects XI 2 to a new server
- Upgrade Business Objects XI to 3.1
- Assist in the design of user acceptance testing
- Provide performance tuning and optimization
- Implement security enhancements

Automization and Documentation of ETL Processes

- Develop automated ETL scripts (in Informatica) to load additional years of utilization data based on the 2007 - 2009 reporting formats
- Update ETL scripts as necessary
- Document all final ETL process (including unchanged current processes)
- Provide knowledge transfer of new and updated ETL processes

Maintenance Tasks

- Patching procedures
- Backup procedures
- Task list of possible fixes for data warehouse

These goals will be met consistent with OSHPD's current Data Warehouse architecture, standards, and tools.

2. Contractor Tasks and Responsibilities

Contractor must perform the tasks as outlined in Attachment A, Section 1, entitled "Scope and Description", or may propose additions, changes or deletions to these tasks as long as the work objectives are achieved. All additions, changes, or deletions must be approved by the OSHPD Project Manager prior to implementation.

In addition, the Contractor is expected to:

- Complete the tasks according to an agreed upon scope of work and project plan
- Employ qualified/certified professional staff. Any changes of project staff must receive advance approval by the OSHPD Project Manager;
- Supervise Contractor's staff
- Employ quality assurance in development, completion and delivery of all contract deliverables

3. Deliverable

- Project Plan with monthly updates
- Monthly Status Reports
- Knowledge transfer for all work done on database design, ETL scripts, Business Objects universes, and maintenance processes
- Training for users
- Documentation:
 - Document the ETL processes from source data systems (MIRCaI, ALIRTS, etc.) to the DW (including data flows, process flows, and functional diagrams)
 - Update the documentation of the interfaces with the data warehouse
 - Document the latest set of changes to the Informatica programs made in 2008/09
 - Document the automated load and extract processes
 - Detailed design document with logical and physical data models of the existing schema configuration
 - System administration and operations documentation

4. Acceptance Criteria

OSHDP will be the sole judge of the acceptability of all deliverables produced by the Contractor as a result of this Request for Offer.

5. Dispute Resolution

Should Contractor's deliverables fail to meet OSHDP's minimum conditions, expectations, requirements or other applicable standards, specifications or guidelines, the following resolution process will be employed:

- OSHDP will notify Contractor in writing of deliverable non-acceptance by identifying the specific inadequacies and/or failures in the deliverables produced by the Contractor.
- The notification will occur within fourteen (14) business days of receipt of deliverable. If no notification is provided by OSHDP within fourteen (14) business days, Contractor may invoice and bill for the deliverables.

6. State Responsibilities

OSHDP will:

- Assign a Project Manager to assist;
- Clarify the work to be done;
- Schedule meetings as needed with program staff and external stakeholders;
- Review interim and completed deliverables;
- Accept the completed and approved deliverables;
- Make payments for the Contractor's work upon acceptance of key deliverables; and
- Provide computers and workspace for Contractor.

7. Travel

OSHDP will not reimburse Contractor's travel costs.

8. Contract Amendments

OSHDP may amend the contract for changes consistent with the selected Contractor's CMAS contract.

9. Additional Contract Terms

Services proposed on this offer **cannot exceed \$249,000** dispersed over the contract time frame. All proposals must include a 15% cost reduction to satisfy the State of California Office

of Chief Information Officer (OCIO) directive. The contract is subject to CMAS terms and conditions between the Contractor and the State of California. This is for time and materials provided by the Contractor at the rates included in the contractor proposal, as identified on Attachment B-1, titled Maintenance and Support Cost Worksheet.

Progress payments will be made upon written acceptance of the work provided under this contract. Itemized invoices must include the Purchase Order Number and be submitted in triplicate to:

Office of Statewide Health Planning and Development
Accounting Office
400 R Street, Suite 359
Sacramento, CA 95811-6213

10. Glossary of Terms

Attachment C-2, entitled "Glossary of Terms" is attached to this document.

ATTACHMENT B-1. – WORKSHEET

A. DIRECT LABOR

STAFF PERSON NAME	CLASSIFICATION	HOURS WORKED	HOURLY RATE	TOTAL
			\$	\$
SUBTOTAL				\$

B. SUBCONTRACTOR LABOR COSTS

Identify the subcontractor name, labor classification and hourly rate, etc. Note: The hourly rate cannot exceed the labor costs awarded under this CMAS.

SUBCONTRACTOR NAME	CLASSIFICATION	HOURS WORKED	HOURLY RATE	TOTAL
			\$	\$
SUBTOTAL				\$

C. OTHER DIRECT COSTS (except Labor)

COST TYPE	COST BASIS	TOTAL
		\$
SUBTOTAL		\$

D. TOTAL COST / OFFER AMOUNT (Subtotals A + B + C = D [Total Cost])	\$
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**REQUEST FOR OFFER
ATTACHMENT C-1
Final Checklist**

The offer package must include the following:

- [] Cover Letter identifying your firm's primary contact, phone number and email address
- [] Technical Proposal: Section 5, RFO Response Content, sub-section 5.2
- [] Cost Worksheet, Attachment B-1, Section 5, RFO Response Content, sub-section 5.3.
- [] Payee Data Record (STD 204): Section 5, RFO Response Content, sub-section 5.4.
- [] One (1) copy on digital media in MS Word 2003 format, one (1) original; and four (4) printed copies of the offer package: Section 4, RFO Response Requirements.
- [] Full copy of your CMAS package: Section 5, RFO Response Content, sub-section 5.4.
- [] Contractor Certification Clauses (Form CCC 307): Section 5, RFO Response Content, sub-section 5.4.

ALL SEALED OFFERS MUST TO BE SENT OR DELIVERED TO:

Starla Ledbetter
Office of Statewide Health Planning and Development
Request for Offer, OSHPD Number 09-9323
400 R Street, Room 380
Sacramento, CA 95811

ALL OFFERS MUST BE RECEIVED AT THE ABOVE ADDRESS NO LATER THAN 3:00 P.M. ON FEBRUARY 11, 2010. RFO RESPONSES RECEIVED AFTER 3:00 P.M. ON FEBRUARY 11, 2010 WILL BE REJECTED.

ATTACHMENT C-2

GLOSSARY OF TERMS

This Glossary of Terms is provided to assist readers in the understanding of terms used in the *Data Warehouse Upgrade and Maintenance Request for Offer (RFO)*. Terms are provided in alphabetical order, and represent the intention behind the terms used in this document.

ALIRTS – Automated Licensing Information and Report Tracking System. OSHPD's online system for collecting and displaying annual utilization reports and licensing information for hospitals, long-term care facilities, primary care clinics, specialty clinics, and home health agencies and hospices. It is the source of facility licensing information for the Data Warehouse and other OSHPD systems.

Data Warehouse – The database that stores selected MIRCal and ALIRTS data for reporting and analysis.

ETL – Extraction/Transformation/Loading. An ETL tool is used for extracting data from a source system, transforming the data, and loading it in a data warehouse. For the Data Warehouse and the work under this RFO, Informatica is the ETL tool for extracting, transforming and loading ED and AS data from MIRCal's Expanded Phase.

Facility – Any health facility licensed by the State of California that is required to report data to OSHPD. These facilities are identified by the facility name and OSHPD ID number within ALIRTS, and by the facility number within MIRCal.

ITSS – The Information Technology Systems Section. Staff from ITSS provide IT support to OSHPD, including the Data Warehouse.

MIRCal – Medical Information Reporting for California. OSHPD's secure Internet data collection system for inpatient discharges, emergency department and ambulatory surgery encounters. A Source system for the Data Warehouse.